

Federal Parent Locator Service

# Federal Case Registry

## Interface Guidance Document

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## D. TECHNICAL SUPPORT

OCSE provides States with technical support for the development and implementation of the changes needed to comply with state requirements for the FPLS, including on-going enhancements to the FPLS. States can contact the individuals listed in Chart D-1 to learn more about effective ways to use the FPLS data and to identify technical support that is available to meet State-specific needs. States can use the contact information in Chart D-2, "Technical Support" for on-going questions or support. States may also contact these Technical Support staff for question relating to Court Assistance.

Technical Support State assignments can also be found at:

<http://www.acf.hhs.gov/programs/cse/newhire/contacts/fcrtcontacts.htm>

CHART D-1: STATE TECHNICAL SUPPORT CONTACTS		
Area of Technical Support	Individual to Contact	Contact Mailing and E-mail Address
State Technical Support: Point of contact for the following States for information/explanation of the requirements for the State systems: AK, AZ, DE, GU, MI, NE, NV, NM, ND, SD, WA, WV, WY	Betty LaCross	Northrop Grumman Corporation 15010 Conference Center Drive, 4th Floor Chantilly, VA 20151 <a href="mailto:Betty.Lacross@ngc.com">Betty.Lacross@ngc.com</a>
State Technical Support: Point of contact for the following States for information/explanation of the requirements for the State systems: CT, DC, HI, LA, MA, MD, ME, NH, NJ, OK, PA, RI, VI, VT	Cristol Porter	Northrop Grumman Corporation 15010 Conference Center Drive, 4th Floor Chantilly, VA 20151 <a href="mailto:Cristol.Porter@ngc.com">Cristol.Porter@ngc.com</a>
State Technical Support: Point of contact for the following States for information/explanation of the requirements for the State systems: AR, CA, CO, ID, KS, MN, MO, MT, NY, OR, PR, TX, UT, WI	Dee Price-Sanders	Northrop Grumman Corporation 15010 Conference Center Drive, 4th Floor Chantilly, VA 20151 <a href="mailto:Dee.Pricesanders@ngc.com">Dee.Pricesanders@ngc.com</a>
State Technical Support: Point of contact for the following States for information/explanation of the requirements for the State systems: AL, FL, GA, IL, IN, IA, KY, MS, NC, OH, SC, TN, VA	Linda Hudson	Northrop Grumman Corporation 15010 Conference Center Drive, 4th Floor Chantilly, VA 20151 <a href="mailto:Linda.Hudson@ngc.com">Linda.Hudson@ngc.com</a>

<b>CHART D-1: STATE TECHNICAL SUPPORT CONTACTS</b>		
Area of Technical Support	Individual to Contact	Contact Mailing and E-mail Address
State Technical Support Backup for State Technical Support Team.	Cindy Dean	Northrop Grumman Corporation 15010 Conference Center Drive, 4th Floor Chantilly, VA 20151 <a href="mailto:Cindy.Dean@ngc.com">Cindy.Dean@ngc.com</a>
Technical Support: Information/explanation of the requirements for the State systems.	Christine Jennings	Northrop Grumman Corporation 15010 Conference Center Drive, 4th Floor Chantilly, VA 20151 <a href="mailto:Christine.Jennings@ngc.com">Christine.Jennings@ngc.com</a>
Programming Support: Support in the design or development of programming changes for the State systems.	Ken Nesbit	Northrop Grumman Corporation 15010 Conference Center Drive, 4th Floor Chantilly, VA 20151 <a href="mailto:Kenny.Nesbit@ngc.com">Kenny.Nesbit@ngc.com</a>
Data Transmission Issues: Information regarding the required CONNECT:Direct procedures and protocol.	Charlotte Hancock	NCC-436 6201 Security Boulevard Baltimore, MD 21235 <a href="mailto:Charlotte.Hancock@acf.hhs.gov">Charlotte.Hancock@acf.hhs.gov</a>
Data Quality Issues: Information or questions pertaining to the quality of the NDNH data.	Rose Hodel or Kristen Porchea	Northrop Grumman Corporation 15010 Conference Center Drive, 4th Floor Chantilly, VA 20151 <a href="mailto:Rose.Hodel@ngc.com">Rose.Hodel@ngc.com</a>  OCSE 370 L/Enfant Promenade SW Washington, DC 20447 <a href="mailto:Kristen.Porchea@acf.hhs.gov">Kristen.Porchea@acf.hhs.gov</a>

<b>CHART D-2: TECHNICAL SUPPORT</b>	
Resource	How to Contact Resource
FPLS Information Line	202.401.9267
World Wide Web Site	<a href="http://www.acf.hhs.gov/programs/cse/">http://www.acf.hhs.gov/programs/cse/</a>